



The Growing Place
nursery & flower farm, inc.

Aurora | 630.820.8088
2000 Montgomery Road, IL 60504
Naperville | 630.355.4000
25w471 Plank Road, IL 60563
thegrowingplace.com |     

Our Promise

We stand behind the quality of our plants and ensure that when you take them home each plant is healthy and true to its name.

Plant Warranty for Growing Rewards Members

For Growing Rewards Members, we offer a one-time store credit for the purchase price of the plant. Proof of purchase and the entire plant must accompany all requests for credit. Proof of purchase is recorded under your membership account. However, in some instances, we may need to ask for a receipt.

- **Trees, shrubs, & evergreens:** Warranty for one year from date of purchase. (Extended warranty available for sale at time of purchase.)
- **Perennials & roses:** Warranty for the current growing season. (Growing season defined as April 1 - October 1)
- **Not covered under the warranty:**
 - Annuals, houseplants, herbs, and vegetables.
 - Trees, shrubs, evergreens, perennials, and roses that are planted in containers or received improper care.
 - Purchases made by landscape professionals and non-Growing Rewards members.

Protect Your Investment

If you are seeing signs of stress in your plants, contact us first. Do NOT dig them up. Plants are living things that need care and time to get established for best success. Email pictures to grow@thegrowingplace.com so we can help diagnose and address the issue.

We cannot warranty plants against conditions that are beyond our control after you take them home. This includes but not limited to; animal damage, extreme weather (drought, heat, cold, etc.), plants left in their original pot without proper care, improper planting, placement or care. To protect your investment, follow our recommendations to help your plants thrive.

- **Water properly:** avoid over and under watering.
- **Protect your plants from animal damage:** use chicken wire or other protection.
- **Mulch correctly:** avoid smothering plants with too much mulch and keep away from the base/crown of the plant.
- **Plant within 2-3 days of purchase** in the conditions the plant is best suited.
- **Watering and planting instructions** are available at thegrowingplace.com.

Returns & Exchanges

Receipt required for unused items for return or exchange. Plants are living things and must be in original, sellable condition. We cannot accept returns on plants that have been left in their nursery pots too long without proper care or plants that have already been planted in the ground.

- **Cash/credit card refund within 7 days for live material and hard goods:** Receipt required. Plant or item must be in the same condition and container as purchased.
- **Store credit within 30 days for hard goods:** Receipt required. Item must be in the same condition and packaging as purchased.
- **Holiday greens & designer-created containers:** Receipt required. Refund within 24 hours. Must be in the same condition as purchased.



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Class & Workshop Cancellations

To cancel your registration for a class or workshop, email us at grow@thegrowingplace.com or call 630.355.4000.

- Cancellation **at least 7 days** before class starts: **full refund**
- Cancellation **3 to 6 days** before class starts: **store credit for full amount**
- Cancellation **less than 3 days** before class starts: **no refund or store credit**
- **There is no refund for non-attendance.**

You may also gift your registration to someone else if you cannot attend. Call or email us with the recipient's name and email before the class starts.